

Job Description

Job Title: TPL Analyst/Negotiator

Reports To: TPL Manager

Department: TPL Practice Group

Summary:

Essential Duties & Responsibilities include the following & other duties may be assigned:

- Ensuring the correct hospital lien is properly and timely filed when appropriate, including all information required by statute (patient name, address, DOL, and responsible party, if known).
- Handling phone calls to/from patients to investigate accident details to determine or rule out the existence of third party(ies) liable for the patients' injuries.
- Handling phone calls to/from auto insurance companies to discover accident details, policy limits, and other information needed to negotiate and settle hospital liens and first party claims.
- Handling phone calls to/from attorneys and their staff concerning accident details, policy limits, and other information needed to negotiate and settle hospital liens.
- Sending letters to patients, auto insurance companies, and attorneys based on the facts and circumstances of an account.
- Obtaining and sending billing statements to attorneys or auto insurance companies.
- Fully complying with HIPAA, the Texas Medical Privacy Act, and all applicable state and federal debt collection statutes and regulations.
- Logging PHI transmitted outside of JCJLG in the Firm HIPAA log.
- Thoroughly and accurately working 50+ accounts per day to meet client expectations.
- Negotiating favorable settlements for JCJLG clients using details, facts of claim/case, and relationships developed with counterparts in other firms and organizations.
- Locating and requesting crash reports from TxDOT.
- Escalating matters to an attorney should issues arise or facts necessitate.
- Providing payment instructions to JCJLG cash poster when payments are received.
- Monitoring and closing accounts, releasing liens, as appropriate in accordance with correct analysis of facts and applicable law under the careful supervision and direction of JCJLG attorneys.

Hospital Systems:

- Reviewing client Patient Account Management system(s) for patient details.
- Confirming accounts are assigned to JCJLG
- Accessing other client system(s) for additional information not contained in Patient Account Management system(s).
- Monitoring for direct communication to or from clients.
- Reviewing for any adjustments, payments, or reversals.
- Monitoring for claim status with attorneys and auto insurance companies.

Emergency Physicians:

- Reviewing client Patient Account Management system(s) for patient details.
- Monitoring for direct communication to or from clients.
- Reviewing for any adjustments, payments, or reversals.
- Obtaining billing statements from client Patient Account Management system(s).

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- Responds promptly to client needs & meets commitments.
- Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes honest, direct feedback; contributes to building a positive team spirit; supports everyone's efforts to succeed; recognizes accomplishments of other team members.
- Closely follows policies and procedures; completes tasks correctly and on time; supports organization's goals and values.
- Is consistently at work and on time; ensures work responsibilities are covered when absent; and arrives at meetings and appointments on time.

- Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; and completes tasks on time or notifies appropriate person with an alternate plan.
- Approaches others in a tactful manner; treats others with respect and consideration regardless of their status or position.
- Meets productivity standards; completes work in timely manner; strives to increase productivity; and works quickly.
- Communicate. Communicate. Communicate.
- *Be smart. Work hard. Learn fast. Be dependable. Don't be an asshole.*

Qualifications:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Successful TPL Analysts/Negotiators are engaged, attentive, and self-motivated. They take pride in their work and their contributions to the JCJLG team. They aren't satisfied with average or good enough. They kick ass because they strive to kick ass.

Education/Experience:

- 2- or 4-year college degree is great, but a high school diploma or GED is sufficient if you're smart, you work hard, and you learn fast.
- One-year related experience or training is helpful.

Language Ability:

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to clients and other employees of JCJLG.

Math Ability:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- TPL collections is complex. It requires analysis of many moving parts. Many situations are alike; however, some seem alike while involving a minor detail that may drastically change the analysis and decisions needed. Careful attention to detail and accuracy, while working efficiently, is critical to success.

Computer Skills:

- To perform this job successfully, an individual should have knowledge and proficiency in MS Office suite (particularly Word and Excel), Adobe Acrobat, MS Outlook, and MS Teams. Familiarity with MS SharePoint and MS OneDrive is useful.
- Ability to learn and master software and systems unique to JCJLG and our clients is critical.

Certificates and Licenses:

- No certifications needed.

Supervisory Responsibilities:

- This job has no supervisory responsibilities.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- If you fit best on an island of misfit toys, JCJLG might be the place for you.
- If you like rules for rules' sake, you won't like JCJLG.
- Our Senior Executive Vice President of Emotional Support is an adorable French bulldog named Bexar (pronounced 'Bear'). If you have a severe allergy to dogs or are uncomfortable around them, you might be miserable at JCJLG, since Bexar walks around the office freely almost every day of every week.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this Job, the employee is regularly required to sit and use hands to finger, handle, or feel. Specific vision abilities required by this job include Close vision.